FCC For	rm 481 - Carrier Annual Reporting Data Collection Form	REDACTED FOR PUBLIC INSPECTION	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	230479	
<015>	Study Area Name	Frontier Communications of the Caro	linas, Inc.
<020>	Program Year	2017	
<030>	Contact Name: Person USAC should contact with questions about this data	t Cassandra Guinness	
<035>	Contact Telephone Number: Number of the person identified in data line	5857774557 ext.	
<039>	Contact Email Address: Email of the person identified in data line <0	030> Cassandra.Guinness@ftr.com	
	Form Typ	OE 54.313 and 54.422	

FCC Form 481

	ervice Quality Improvement Reporting ollection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-July 2013	0819
<010>	Study Area Code	230479			
<015>	Study Area Name	Frontier Co	mmunications of the Caroli	nas, Inc.	
<020>	Program Year	2017			
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra G	uinness		
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557	ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.G	uinness@ftr.com		
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing §54.202(a) "5		s/no) O		
<111>	year plan" filed with the FCC?	(ye	s/no) U U		
<112>	If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your CETC which only receives frozen support, your progress report is only required to address voice telephony service.	company is a			
	Please select the appropriate responses below (Yes, No, Not Applicable) to conf that the attached document(s), on line 112, contains a progress report on its fiv service quality improvement plan pursuant to §54.202(a). The information shall submitted at the wire center level or census block as appropriate.	e-year		Name of Attached Document	
<113>	Maps detailing progress towards meeting plan targets				
<114>	Report how much universal service (USF) support was received				
<115>	How much (USF) was used to improve service quality and how support was used to improve	ove service quali	ty		
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage.	orove service cov	/erage		
<117>	How much (USF) was used to improve service capacity and how support was used to imp	rove service cap	acity	=	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	·			

(200) Service Outage Reporting (Voice)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Co	ode				230479						
<015>	Study Area Na	ame				Frontier Co	ommunications of th	ne Carolinas, Inc	2.			
<020>	<020> Program Year					2017	2017					
<030>	<030> Contact Name - Person USAC should contact regarding this data					Cassandra (Cassandra Guinness					
<035>	<035> Contact Telephone Number - Number of person identified in data line <030>					> 5857774557	5857774557 ext.					
<039>	<039> Contact Email Address - Email Address of person identified in data line <030>				> Cassandra.	Guinness@ftr.com						
<210> For the prior calendar year, were there any reportable voice service outages? No												
<220>	<a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d>></d>	<e></e>	<f></f>	<g></g>	<h></h>

<a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<t></t>	<g></g>	<h></h>
NORS									Did This Outage		
Reference	Outage Start	Outage Start	Outage End	Outage End	Number of		911 Facilities	Service Outage	Affect Multiple		
Number	Date	Time	Date	Time	Customers Affected	Total Number of	Affected	Description (Check		Service Outage	Preventative
Number	Date	Time	Date	Tille	customers Affected						
						Customers	(Yes / No)	all that apply)	(Yes / No)	Resolution	Procedures
											
											-
											_
								<u> </u>			
L	l	L		l			L			l .	

(300) Unfulfilled Service Request Data Collection Form				FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		230479	
<015>	Study Area Name		Frontier Communications of the Carolinas, Inc.	
<020>	Program Year		2017	
<030>	Contact Name - Person USAC should contact re	garding this data	Cassandra Guinness	
<035>	Contact Telephone Number - Number of person	n identified in data line <030>	5857774557 ext.	
<039>	Contact Email Address - Email Address of person	n identified in data line <030>	Cassandra.Guinness@ftr.com	
<300> U	infulfilled service request (voice)			
<310> [Detail on attempts (voice)	230479NC310.pdf		
		Nam	e of Attached Document	
<320>	Unfulfilled service request (broadband)			
		230479NC330.pdf		
<330> Detail on attempts (broadband)				
		N	Name of Attached Document	

(400) Number of Complaints per 1,000 customers	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	230479	
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should conta	act regarding this data Cassandra Guinness	
<035>	Contact Telephone Number - Number of p <030>	person identified in data line 5857774557 ext.	
<039>	Contact Email Address - Email Address of <030>	person identified in data line Cassandra.Guinness@ftr.com	
<400>	Select from the drop-down list to indicate voice complaints (zero or greater) for voice calendar year for each service area in which any facilities you own, operate, lease, or o	e telephony service in the prior Offered only fixed voice hyou are designated an ETC for	
<410>	Complaints per 1000 customers for fixed v	voice 0.23	
<420>	Complaints per 1000 customers for mobile	e voice	
<430>	Select from the drop-down list to indicate end-user customer complaints (zero or gre the prior calendar year for each service ar an ETC for any facilities you own, operate,	eater) for broadband service in Offered only fixed broadband ea in which you are designated	
<440>	Complaints per 1000 customers for fixed b	proadband 0.0	
<450>	Complaints per 1000 customers for mobile	e broadband	

` '	npliance With Service Quality Standards and Consumer Protection Rules ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	230479		
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.		
<020>	Program Year	2017		
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness		
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com		
<500>	00> Certify compliance with applicable service quality standards and consumer protection rules Yes			
<510>	Descriptive document for Service Quality Standards & Consumer Protection Ru	230479NC510.pdf ules Compliance		

(600) Functionality in Emergency Situations Data Collection Form	REDACTED FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	230479NC610.pdf

•	rice Offerings including Voice Rate Data Illection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	230479	
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness	
<035>	Contact Telephone Number - Number of person identified in data l	ine <030> 5857774557 ext.	
<039>	Contact Email Address - Email Address of person identified in data	line <030> Cassandra.Guinness@ftr.com	
	Residential Local Service Charge Effective Date 1/1/2016 Single State-wide Residential Local Service Charge 20.52		

<703>	<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<c></c>
					Residential Local			Mandatory Extended Area	
-	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fee
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-									
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					See at	tached worksheet			
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(710) Broadbrand Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code 2	30479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra, Guinness@ftr.com

<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select }
ŀ									
ŀ									
				- See attac	ned				
			,	worksheet -					
ŀ									

	erating Companies ection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Codo		230479	
<010> <015>	Study Area Code Study Area Name		Frontier Communications of the Carolinas, Inc.	
<020>	Program Year		2017	
<030>	Contact Name - Person L	JSAC should contact regarding this data	Cassandra Guinness	
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	5857774557 ext.	
<039>	Contact Email Address - I	Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com	
<810>	Reporting Carrier	Frontier Communications of the Carolinas, In	ic.	
<811>	Holding Company	Frontier Communications Corporation		
<812>	Operating Company	Frontier Communications of the Carolinas, Ir	nc.	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
_	Affiliates	SAC	Doing Business As Company or Brand Designation
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-			
-			
-	See atta	ached workshe	et
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	bal Lands Reporting lection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> <015>	Study Area Code Study Area Name	230479 Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com
<900>	Does the filing entity offer tribal land services? (Y/N)	No
<910>	Tribal Land(s) on which ETC Serves	
<920>	Tribal Government Engagement Obligation	Name of Attached Document
to confi	ompany serves Tribal lands, please select (Yes,No, NA) for each these boxes me the status described on the attached document(s), on line 920, trates coordination with the Tribal government pursuant to 8(a)(9) includes:	Select Yes or No or Not Applicable
<921> <922>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions. Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	
13237	compliance with mode business and electioning requirements.	

	REI	DACTED F	OR PUBLIC INSPECTION	Page 12
(1000) V	pice and Broadband Service Rate Comparability			FCC Form 481
Data Coll	ection Form			OMB Control No. 3060-0986/OMB Control No. 3060-0819
				July 2013
<010>	Study Area Code		230479	
<015>	Study Area Name		Frontier Communications of the Car	olinas, Inc.
<020>	Program Year		2017	
<030>	Contact Name - Person USAC should contact regarding this data		Cassandra Guinness	
<035>	Contact Telephone Number - Number of person identified in data line		5857774557 ext.	
<039>	Contact Email Address - Email Address of person identified in data line	e <030>	Cassandra.Guinness@ftr.com	
<1000>	Voice services rate comparability certification	Yes		
<1010>	Attach detailed description for voice services rate comparability compliance	23047	9NC1010.pdf	
			Name of Attached Docum	ent
<1020>	Broadband comparability certification	Yes the	- Pricing is no more than t Wireline Competition Bureau	he most recent applicable benchmark announced by
<1030>	Attach detailed description for broadband comparability compliance	23047	9NC1030.pdf	
			Name of Attached Docun	nent

	o Terrestrial Backhaul Reporting	FCC Form 481
Data Col	lection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com
<1100>	Certify whether terrestrial backhaul options exist (Y/N)	Yes
<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 upstream within the supported area pursuant to § 54.313(g).	kbps

Lifeline Data Collection Form OMB Control No. 3060-0986/OMB Control No. 3060 July 2013	-0819
<010> Study Area Code <015> Study Area Name Frontier Communications of the Carolinas, Inc. <020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> <039> Contact Email Address - Email Address of person identified in data line <030> Cassandra Guinness@ftr.com 230479NC1210.pdf	
<015> Study Area Name Frontier Communications of the Carolinas, Inc. <020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> <039> Contact Email Address - Email Address of person identified in data line <030> Cassandra Guinness cassandra.guinness@ftr.com	
<015> Study Area Name Frontier Communications of the Carolinas, Inc. <020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> <039> Contact Email Address - Email Address of person identified in data line <030> Cassandra Guinness cassandra.guinness@ftr.com	
<020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> 5857774557 ext. <039> Contact Email Address - Email Address of person identified in data line <030> Cassandra.Guinness@ftr.com 2017 Cassandra Guinness 5857774557 ext. Cassandra.Guinness@ftr.com 230479NC1210.pdf	
<030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> 5857774557 ext. <039> Contact Email Address - Email Address of person identified in data line <030> Cassandra.Guinness@ftr.com 230479NC1210.pdf	
<035> Contact Telephone Number - Number of person identified in data line <030> 5857774557 ext. <039> Contact Email Address - Email Address of person identified in data line <030> Cassandra.Guinness@ftr.com 230479NC1210.pdf	
<039> Contact Email Address - Email Address of person identified in data line <030> Cassandra.Guinness@ftr.com 230479NC1210.pdf	
230479NC1210.pdf	$\overline{}$
<1210> Terms & Conditions of Voice Telephony Lifeline Plans	
<1210> Terms & Conditions of Voice Telephony Lifeline Plans	
Name of Attached Document	
4220	
<1220> Link to Public Website HTTP //www.frontier.com/discountprograms/lifelineprogram	
	
"Please check these boxes below to confirm that the attached document(s), on line 1210,	
or the website listed, on line 1220, contains the required information pursuant to	
§ 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must	
annually report:	
<1221> Information describing the terms and conditions of any voice	
telephony service plans offered to Lifeline subscribers,	
<1222> Details on the number of minutes provided as part of the plan.	
<1222> Details on the number of minutes provided as part of the plan,	
<1223> Additional charges for toll calls, and rates for each such plan.	

(2000) Price Cap Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	July 2013

<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Inc	remental Connect America Phase I reporting	Not Applicable	
<2010>	2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support		
<2011>	3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support	Not Applicable	
<2022>	Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	Not Applicable	
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.	Not Applicable No	
<2024A>	Round 2 Recipient of Incremental Support?		
<2024B>	Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	
<2025A>	Round 1 or Round 2 Recipient of Incremental Support?	No	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-	Name of Attached Document Listing Required Information	
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		Not Applicable

(2000) Price Cap Carrier Additional Documentation (Continued) Data Collection Form Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
	Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} Certification support used to build broadband	Not Applicable	
Connect	t America Phase II Reporting {47 CFR § 54.313(e)}		
<2017A>	Connect America Fund Phase II recipient?	Yes	
<2017B>	Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price	Name of Attached Document Listing Required Information	
<2018>	cap carrier used for capital expenditures in 2015. Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)	Name of Attached Document Listing Required Information	
<2019>	Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)		
<2020>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)		
<2021>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)		
<2026>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)		
<2027>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)		

(3005) Rate Of Return Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}		
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}		
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports		
,	(Operating Report for Telecommunications Borrowers)		
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required	Name of Attached Document Listing Required Information	
(3018)	documentation If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line	(Yes/No)	
(3019)	3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		
(3023)	Underlying information subjected to a review by an independent certified public accountant		
(3024)	Underlying information subjected to an officer certification.		
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

	REDACTED FOR PUBLIC INSPECTION
(3005) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com
		·

Financial Data Summany	
Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data li	ne <030> 5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data li	ine <030> Cassandra.Guinness@ftr.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

speed and data usage allowances available in the

relevant geographic area.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband Name of Attached Document Listing Required Information

Certification - Reporting Carrier	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
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<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: Frontier Communications of the Carolinas, Inc.

Signature of Authorized Officer: CERTIFIED ONLINE Date 06/23/2016

Printed name of Authorized Officer: Allison Ellis

Title or position of Authorized Officer: $^{
m VP}$, $^{
m Regulatory}$ $^{
m Affairs}$

Telephone number of Authorized Officer: 9199413005 ext.

Study Area Code of Reporting Carrier: 230479 Filing Due Date for this form: 07/01/2016

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

	tion - Agent / Carrier Jection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent) also certify that I am an officer of the reporting carrie agent; and, to the best of my knowledge, the reports	is authorized to submit the information reported on behalf of the reporting carrier responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized data provided to the authorized agent is accurate.
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Study Area Code of Reporting Carrier:	Filing Due Date for this form: be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF or LI Recipie	ents on Behalf of Reporting Carrier					
	horized to submit the annual reports for universal service support reporting carrier; and, to the best of my knowledge, the informat						
Name of Reporting Carrier:							
Name of Authorized Agent Firm:							
Signature of Authorized Agent or Employee of Agent:	Signature of Authorized Agent or Employee of Agent: Date:						
Name of Authorized Agent Employee:							
Title or position of Authorized Agent or Employee of Agen	t						
Telephone number of Authorized Agent or Employee of A	gent:						
Study Area Code of Reporting Carrier:	Filing Due Date for this form:						
Persons willfully making false statements on this for	m can be punished by fine or forfeiture under the Communications Act of 18 of the United States Code, 18 U.S.C. § 1001.	1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title					

Attachments

FCC Form 481 Line 310 - Unfulfilled Voice Telephony Service Requests Resolution (Business and Residence; No Special Access)

State: Study Area Code: Study Area Name:	NORTH CAROLINA 230479 Frontier Comm. of the Carolinas, Inc (NC-GTE)	Year:	2015	
(A)	(B)	(C)	(D)	(E)
Date of Potential Customer's Request	Date When the Request was Considered Unfulfilled	Name of Exchange/		How Service Fulfillment was Attempted/Reason for Unfulfillment (If fulfilled in 2015, include
(mm/dd/yyyy)	(mm/dd/yyyy)	Wire Center	Description of Service Request	date of fulfillment)

Line 330 -

Frontier works to satisfy all service requests, but not every initiated order is ultimately fulfilled. There are occasions when broadband service cannot be installed at the requesting address location due to reasons such as distance, capacity, and equipment incompatibility. In those cases, Frontier will review whether it can provide broadband service from other access points or utilize available equipment. If Frontier's review is unsuccessful, then the order is cancelled and the customer is notified.

<u>Line 510 – Description of Compliance with Service Quality Standards and Consumer Protection:</u>

The Frontier ILEC companies certify that they comply with applicable state and FCC service quality standards. Service quality metrics are monitored and reported on a monthly basis. Frontier has implemented numerous Consumer Protection measures to protect customer information from improper use and disclosure as well as to protect against fraud. For example, Frontier has implemented Customer Proprietary Network Information (policies and procedures) that are consistent with the FCC's regulations. Frontier regularly trains employees who have access to CPNI on the rules and our procedures for securing accounts and authenticating callers. Frontier also has a comprehensive Identity Theft Protection Program (or Red Flag program) which is consistent with the FTC's quidance on measures to detect and prevent identity theft. All employees are trained on Frontier's Code of Business Conduct and Ethics, which requires employees to protect sensitive customer information from improper use and disclosure. Frontier also has a Data Privacy and Security policy which applies to all employees. Further, Frontier also has implemented a strict third-party qualification protocol to prevent unauthorized charges ("Cramming") from appearing on customer's bills. Frontier also follows a "First Call" resolution policy, which aims to resolve customer complaints about unauthorized charges in one call, without referral to any third party. In addition to the foregoing, Frontier, has implemented customary IT security measures to protect our network and customer information.

Frontier certifies compliance with North Carolina state consumer protection rules; North Carolina Chapter 12 and Chapter 62.

The North Carolina state consumer protection rules are available at:

http://www.ncleg.net/enactedlegislation/statutes/html/bychapter/chapter 62.html

http://www.ncuc.commerce.state.nc.us/ncrules/Chapter12.pdf

Row 610 - Description of Functionality in Emergency Situations

In December 2013, the FCC adopted new rules to promote 911 resiliency, including requesting initial certification of substantial progress towards meeting these new requirements by October 15, 2015. See Improving 911 Reliability; Reliability and Continuity of Communications Networks, Including Broadband Technologies, 28 FCC Rcd 17476 (2013); see also Public Safety and Homeland Security Bureau Announces Effective Dates of 911 Reliability Certification and PSAP Outage Notification Requirements, Public Notice, 29 FCC Rcd 13900 (2014). On October 15, 2015, Frontier filed its certification that it is meeting the FCC's substantial progress goals. Specifically, Frontier met and certified to all of the requirements related to back-up power, circuit auditing, and network monitoring practices. Additionally, Frontier's network is engineered to provide maximum capacity in order to handle excess traffic in the event of traffic spikes resulting from emergency situations.

(700) Price Offerings including Voice Rate Data	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	230479
<015>	Study Area Name	Frontier Communications of the Carolinas, Inc.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

<701> Residential Local Service Charge Effective Date 1/1/2016 <702> Single State-wide Residential Local Service Charge 20.52

<703>

<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<c></c>
				Residential Local			Mandatory Extended Area	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
NC	All		FR	20.52	0.0	0.0	0.0	20.52

(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

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		5h (11.50)	Residential State Regu	State Regulated		State Regulated	State Regulated	State Regulated	State Pegulated	State Pegulated	State Pegulated	ol State Regulated		Total Rates	Broadband Service	- Broadband Service	Usage Allowance	Usage Allowance
	State	Exchange (ILEC)	Rate	Fees		and Fees	Download Speed	-Upload Speed (Mbps) (GB)	Action Taken								
i							(Mbps)			When Limit Reached {select}								

(710) Broadband Price Offerings	FCC Form 481
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<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2></d2>	<d3:< th=""><th>></th><th><d4></d4></th></d3:<>	>	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Total Rates and Fees	Broadband Service - Broadba Download Speed -Upload (Mbps)	and Service Speed (Mbps	Usage Allowance) (GB)	Usage Allowance Action Taken When Limit Reached {select}
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		Evehence (U.EC)	Residential	State Regulated	Total Rates		Broadband Service - Broadband Se	ervice	Usage Allowance	Usage Allowance
	State	State Exchange (IEEE)		Fees		and Fees	Download Speed -Upload Speed (Mbps) (GB)		(GB)	Action Taken
			Nate			and rees	(Mbps)	,, ,	When Limit Reached (select)	

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					Total Rates	Broadband Service - Broadband Service	Usage Allowance	Usage Allowance
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	and Fees		and Speed (Mbps) (GB)	Action Taken
			Nate	1663	and rees	(Mbps)		When Limit Reached {select}

	oadband Pri lection Forr	ce Offerings n					FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3 July 2013			3 Control No. 3060-0986/OMB Control No. 3060-0819		
<010>	> Study Area Code					230479	230479					
<015>	> Study Area Name				Frontier Communications of the Carolinas, Inc.							
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	State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Total Rates and Fees	Broadband Service Download Speed (Mbps)	- Broadband Service -Upload Speed (M		ance Usage Allowance Action Taken When Limit Reached {select}		

(710) Broadband Price Offerings	FCC Form 481				
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	State	Exchange (ILEC)	Residential	State Regulated		Total Rates	Broadband Service - Broadband Serv	Usage Allowance	Action Taken
	01010		Rate	Fees		and Fees	Download Speed -Upload Speed (Mb (Mbps)	ops) (GB)	When Limit Reached {select}
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(710) Broadband Price Offerings	FCC Form 481
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	State	Exchange (ILEC)	Residential Rate	State Regulated Fees		otal Rates nd Fees	Broadband Service - Broadbar Download Speed -Upload S (Mbps)	nd Service Speed (Mbps	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
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	oadband Pri lection Forn	ce Offerings 1								FCC Form 48 OMB Contro July 2013	81 ol No. 3060-0986/OMB Control N	o. 3060-0819
<010>	Study Area	Code				230479						
<015>						Frontier Commun:	cations of the C	arolinas, Inc.				
<020>	Program Ye	ear				2017						
<030>	Contact Na	me - Person USAC shoເ	ıld contact regarding	this data		Cassandra Guinn	ess					
<035>		lephone Number - Num				5857774557 ext.						
<039>	Contact Em	nail Address - Email Add	lress of person identi	fied in data line <0	30>	Cassandra.Guinne	ss@ftr.com					
<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2< th=""><th>2></th><th><d3></d3></th><th></th><th><d4></d4></th><th></th></d2<>	2>	<d3></d3>		<d4></d4>	
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	d	Total Rates and Fees		- Broadband Service -Upload Speed (M		Allowance	Usage Allowance Action Taken When Limit Reached {select	t}
	-											

(800) Operating Companies	FCC Form 481
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	July 2013

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<039>	Contact Email Address - Em	ail Address of person identified in data line <030>	Cassandra.Guinness@ftr.com
<810>	Reporting Carrier	Frontier Communications of the Carolinas,	Inc.
<811>	Holding Company	Frontier Communications Corporation	
<812>	Operating Company	Frontier Communications of the Carolinas,	Inc.

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Frontier Comm. of Alabama, Inc.	250306	Frontier Communications of Alabama, LLC
	Frontier Comm. of Lamar County	250301	Frontier Communications of Lamar County, LLC
	Frontier of the South - Alabama	250318	Frontier Communications of the South, LLC
	CTC White Mountains	454426	Frontier Communications of the White Mountains
	Citizens Utilities Rural Company	452172	Frontier Citizens Utilities Rural
	Frontier Comm. of the Southwest, Inc (AZ-Contel)	452302	Frontier Communications of the Southwest Inc.
	Navajo Comm - Arizona	454449	Frontier Navajo Communications / Frontier Navajo Communications Company
	CTC California	542308	Frontier Communications of California
	CTC California (Golden St)	543402	Frontier Communications of California
	CTC California (Tuolomne)	544342	Frontier Communications of California
	Frontier Comm. of the Southwest, Inc (CA-Contel)	541863	Frontier Communications of the Southwest Inc.
	CTC California (West Coast)	542344	Frontier Communications of California
	CTC-California (Global Valley)	542315	Frontier Communications of California
	Frontier of the South - Florida	210318	Frontier Communications of the South, LLC
	Frontier Comm. of Fairmount	220362	Frontier Communications of Fairmount LLC
	Frontier Comm. of Georgia, Inc.	220387	Frontier Communications of Georgia LLC
	Frontier Comm. of Iowa, Inc.	351127	Frontier Communications of Iowa, LLC
	CTC Idaho	474427	Frontier Communications of Idaho
	Frontier Comm. Northwest, Inc (ID-GTE)	472416	Frontier Communications Northwest Inc.
	CTC Illinois	341183	Frontier Citizens Communications of Illinois
	Frontier Comm Schuyler, Inc.	341079	Frontier Communications - Schuyler, Inc.
	Frontier Comm Midland, Inc.	341055	Frontier Communications - Midland, Inc.
	Frontier Comm. of Illinois, Inc.	341038	Frontier Communications of Illinois, Inc.

Data Collection Form OMB Control No. 3060-0986/OMB Control No.	
Data Concetton form	o. 3060-0819
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<810>	Reporting Carrier	Frontier Communications of the Carolinas,	Inc.
<811>	Holding Company	g Company Frontier Communications Corporation	
<812>	Operating Company	Frontier Communications of the Carolinas,	Inc.

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
_	Frontier Comm. of Lakeside, Inc.	341011	Frontier Communications of Lakeside, Inc.
	Frontier Comm. of Mt. Pulaski	341061	Frontier Communications of Mt. Pulaski, Inc.
	Frontier Comm. of Orion, Inc.	341067	Frontier Communications of Orion, Inc.
	Frontier Comm. of Prairie, Inc.	341073	Frontier Communications - Prairie, Inc.
	Frontier Comm. of the Carolinas, Inc (IL-Alltel)	343035	Frontier Communications of the Carolinas LLC
	Frontier CommDePue, Inc.	340998	Frontier Communications of DePue, Inc.
	Frontier North, Inc (IL-GTE)	341015	Frontier North Inc.
_	Frontier North, Inc. (IL-Contel)	341036	Frontier North Inc.
	Frontier Comm. of Indiana, Inc.	320750	Frontier Communications of Indiana LLC
	Frontier Comm. of Thorntown, Inc.	320828	Frontier Communications of Thorntown LLC
_	Frontier Midstates, Inc (IN-Alltel)	323034	Frontier Midstates Inc.
	Frontier North, Inc (IN-Contel)	320779	Frontier North Inc.
	Frontier North, Inc (IN-GTE)	320772	Frontier North Inc.
	Frontier Comm. of Michigan, Inc.	310682	Frontier Communications of Michigan, Inc.
	Frontier Midstates, Inc (MI-Alltel)	313033	Frontier Midstates Inc.
	Frontier North, Inc (MI-GTE)	310695	Frontier North Inc.
	CTC Minnesota-Lakes	361123	Frontier Citizens Communications of Minnesota
	CTC Minnesota-South	367123	Frontier Citizens Communications of Minnesota
	Frontier Comm. of Minnesota, Inc.	361367	Frontier Communications of Minnesota, Inc.
	Frontier Comm. of Mississippi	280460	Frontier Communications of Mississippi LLC
	CTC Montana	484322	Frontier Communications of Montana
	Frontier Comm. of the Carolinas, Inc (NC-Contel)	230509	Frontier Communications of the Carolinas LLC
	Frontier Comm. of the Carolinas, Inc (NC-GTE)	230479	Frontier Communications of the Carolinas LLC

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

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<811>	Holding Company	Frontier Communications Corporation	
<812>	Operating Company	Frontier Communications of the Carolinas,	Inc.
		·	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
_	CTC Nebraska	371128	Frontier Communications of Nebraska
	Navajo Comm - New Mexico	494449	Frontier Navajo Communications / Frontier Navajo Communications Company
	CTC of Nevada - North	554431	Fronter Communications of Nevada
	CTC of Nevada - South	554432	Fronter Communications of Nevada
	Frontier Comm. of the Southwest, Inc (NV-Contel)	552302	Frontier Communications of the Southwest Inc.
	CTC of NY - Red Hook	154533	Frontier Communications of New York
	CTC of NY - Upstate	154532	Frontier Communications of New York
	CTC of NY - Western Counties	154534	Frontier Communications of New York
	CTC Ogden, Inc.	150110	Frontier Ogden Telephone Company
	Frontier Comm. of New York	150100	Frontier Communications of New York, Inc.
	Frontier Comm. of Sylvan Lake	150128	Frontier Communications of Sylvan Lake, Inc.
	Frontier CommAusable Valley	150072	Frontier Communications of AuSable Valley, Inc.
	Frontier CommSeneca Gorham	150122	Frontier Communications of Seneca-Gorham, Inc.
	Frontier Telephone of Rochester	150121	Frontier Telephone of Rochester, Inc.
	Frontier North, Inc (OH-GTE)	300615	Frontier North Inc.
_	Frontier of Michigan, Inc Ohio	300682	Frontier Communications of Michigan, Inc.
_	CTC Oregon	533401	Frontier Communications of Oregon
_	Frontier Comm. Northwest, Inc (OR-GTE)	532416	Frontier Communications Northwest Inc.
	Commonwealth of PA	170161	Frontier Communications Commonwealth Telephone Company
	Frontier Comm. of Breezewood	170149	Frontier Communications of Breezewood, LLC
_	Frontier Comm. of Canton, Inc.	170152	Frontier Communications of Canton, LLC
_	Frontier Comm. of Oswayo River	170194	Frontier Communications of Oswayo River LLC
	Frontier Comm. of Pennsylvania	170168	Frontier Communications of Pennsylvania, LLC
·			

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code		230479	
<015>	Study Area Name		Frontier Communications of the Carolinas, Inc.	
<020>	Program Year		2017	
<030>	Contact Name - Person USAC should contact regarding this data		Cassandra Guinness	
<035>	Contact Telephone Number - Number of person identified in data line <030>		5857774557 ext.	
<039>	Contact Email Address - En	nail Address of person identified in data line <030>	Cassandra.Guinness@ftr.com	
<810>	Reporting Carrier	Frontier Communications of the Carolinas, 1	Inc.	
<811>	Holding Company	Frontier Communications Corporation		
<812>	Operating Company	Frontier Communications of the Carolinas,	Inc.	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates Frontier Comm.of Lakewood, Inc		Doing Business As Company or Brand Designation
<u></u>			Frontier Communications of Lakewood, LLC
	Frontier Comm. of the Carolinas, Inc (SC-Contel)	240526	Frontier Communications of the Carolinas LLC
	Frontier Comm. of the Carolinas, Inc (SC-GTE)	240479	Frontier Communications of the Carolinas LLC
	CTC Tennessee	294336	Frontier Communications of Tennessee
	CTC Volunteer State	290580	Frontier Communications of the Volunteer State
	CTC Utah	504429	Frontier Communications of Utah
	Navajo Comm - Utah	504449	Frontier Navajo Communications / Frontier Navajo Communications Company
	Frontier Comm. Northwest, Inc (WA-Contel)	522449	Frontier Communications Northwest Inc.
	Frontier Comm. Northwest, Inc (WA-GTE)	522416	Frontier Communications Northwest Inc.
	Frontier Comm of St. Croix	330944	Frontier Communications - St. Croix LLC
	Frontier Comm. of Mondovi, Inc.	330912	Frontier Communications of Mondovi LLC
	Frontier Comm. of Viroqua, Inc.	330967	Frontier Communications of Viroqua LLC
	Frontier Comm. of Wisconsin, Inc.	330964	Frontier Communications of Wisconsin LLC
	Frontier North, Inc (WI-GTE)	330886	Frontier North Inc.
	Rhinelander Telco - Crandon	330870	Frontier Rhinelander Telephone Company
	Rhinelander Telco - Headwaters	330891	Frontier Rhinelander Telephone Company
	Rhinelander Telco - Rhinelander	330940	Frontier Rhinelander Telephone Company
	Rhinelander Telco - Rib Lake	330941	Rib Lake Telecom, Inc.
	CTC West Virginia - Bluefield	204339	Frontier Communications of West Virginia
	CTC West Virginia - Mountain St.	200271	Frontier Communications of West Virginia
	CTC West Virginia - St. Marys	204338	Frontier Communications of West Virginia
	Frontier West Virginia, Inc	205050	Frontier West Virginia Inc.
	The Southern New England Telephone Company	135200	Frontier Communications of Connecticut
•			

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013
1010s Church Area Carla	

<010>	Study Area Code		230479
<015>	Study Area Name		Frontier Communications of the Carolinas, Inc.
<020>	Program Year		2017
<030>	Contact Name - Person US	AC should contact regarding this data	Cassandra Guinness
<035>	> Contact Telephone Number - Number of person identified in data line <030>		5857774557 ext.
<039>	Contact Email Address - Em	nail Address of person identified in data line <030>	Cassandra.Guinness@ftr.com
<810>	Reporting Carrier	Frontier Communications of the Carolinas, 1	Inc.
<811>	Holding Company	Frontier Communications Corporation	
<812>	Operating Company	Frontier Communications of the Carolinas,	Inc.

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
=	Frontier Communications of Virginia, Inc		Frontier Communications of Virginia, Inc
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Line 1010 - Voice Services Rate Comparability Compliance

The price of Frontier's fixed voice service for each exchange included within this Frontier study area, as listed on Line 703c of this Form 481 report, is below the FCC's reasonable comparability benchmark for voice services of \$41.07 based on the results of the 2016 Urban Rate Survey for fixed Voice and Broadband services released by the Wireline Competition Bureau on April 5, 2016 (WC Docket No. 10-90).

Line 1030 – Broadband Services Rate Comparability Compliance

The price of Frontier's fixed broadband services for each of the broadband services offered by Frontier within this reported Study Area, as determined by the broadband service's download and upload bandwidths and usage allowance, is below the FCC's reasonable comparability benchmarks for fixed broadband services, based on the supported service's download and upload bandwidths and usage allowance, as reflected in the results of the 2016 Urban Rate Survey for fixed Voice and Broadband Services released by the Wireline Competition Bureau on April 5, 2016 (WC Docket No. 10-90).



Line 1210 – Terms and Conditions of Voice Telephony Lifeline Plans

GENERAL CUSTOMER SERVICES TARIFF, NO. 3

Section 1

Original Page 1

EFFECTIVE: January 1, 2013

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.

NORTH CAROLINA

ISSUED: December 17, 2012

BY: Vice President Rochester, New York

S1. CUSTOMER ASSISTANCE PROGRAMS

S1.1 Lifeline Service

S1.1.1 General

- a. The North Carolina Utilities Commission in Docket No. P-100, Sub 133(f), expanded the credits for Lifeline customers in conjunction with the FCC Lifeline program adopted in FCC Order No. 96-45 dated May 8, 1997. This credit is applied to the local service portion of the monthly telephone bill for qualified residential customers.
- b. In order to qualify for Lifeline Service the residential customer must be a current recipient of one or more of the following programs:

Work First or Temporary Assistance for Needy Families (TANF)

Supplemental Security Income (SSI)

Supplemental Nutrition Assistance Program (SNAP) formely Food Stamps

Medicaid

Low Income Home Assistance program(LIHEAP)

Federal Public Housing Assistance (Section 8)

National School's Free Lunch Program

Or be at or below 135% of the Federal Poverty Guidelines

Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for Lifeline Service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.

c. The Federal funding for Lifeline Service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.

GENERAL CHSTOMER SERVICES TARIFF, NO. 3

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.

Rochester, New York

NORTH CAROLINA

ISSUED: December 17, 2012 BY: Vice President

ember 17, 2012 EFFECTIVE: January 1, 2013

Section 1

Original Page 2

S1. CUSTOMER ASSISTANCE PROGRAMS

S1.1 Lifeline Service (Continued)

\$1.1.2 Rules and Regulations

- a. The specific guidelines for implementation of this credit are as follows:
 - (1) Processing Forms

The Company will accumulate all application forms and apply the credit on the customer's monthly bill. An explanation of the credit will appear on each telephone bill.

(2) Verification Procedures

The Company or its designee will verify the continued eligibility of a Lifeline customer on an annual basis. Verification may be obtained through various means, including but not limited to:

- Providing the customer's select account information to the Department of Human Resources. The
 Department of Human Resources will compare this information with their client files and notify the
 Company of the customer's participation status in any of the programs for which participation confers
 Lifeline eligibility.
- ii. Sending a written notice to the customer requesting verification of continuing eligibility in accordance with all Federal and State rules. The Company will review the customer's response to this notice to determine if the customer remains eligible.

If the customer does not verify their continued Lifeline eligibility, the Company will remove the Lifeline credit from the customer's account.

- b. Lifeline Service only applies to the primary residential connection.
- c. Lifeline toll restriction service is available on a voluntary basis where technically feasible to Lifeline Service customers at no charge. Lifeline toll restriction will be provided under the following options:

Option 1: (IOSC: 40696)

Prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700 calls, 976 calls, IntraLATA toll while allowing access to local exchanges, 611, 911, 0-, 1+800/877/888 etc, 950-XXXX and 1+950-XXXX calls, TriWide Calling Plan and Extended Calling Service.

Option 2: (IOSC: 40697)

Prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411,0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700 calls, 976 calls, IntraLATA toll, TriWide Calling Plan and Extended Calling Service allowing access to local exchanges, 611, 911, 0-, 1+800/877/888 etc, 950-XXXX and 1+950-XXXX calls.

GENERAL CUST OMER SERVICES FARIFF NO. 3

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.

NORTH CAROLINA

ISSUED: December 17, 2012

BY: Vice President
Rochester, New York

Original Page 3 EFFECTIVE: January 1, 2013

Section 1

S1. CUSTOMER ASSISTANCE PROGRAMS

S1.1 <u>Lifeline Service</u> (Continued)

\$1.1.2 Rules and Regulations

c. (Continued)

Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to service activation codes "*/#" (e.g., *66, *69) is also allowed. Upon customer request, some service activation codes may be blocked at no charge, where technically feasible.

Lifeline customers may receive toll limitation services without charge. Toll limitation services include voluntary toll controll and toll blocking. Toll controll allows the customer to specify a certain dollar amount of toll usage that may be incurred on their telephone service per month. Toll blocking will take effect once the customer's requested toll limitation is exceeded.

d. Lifeline Service will not be disconnected for non-payment of toll charges.

GENERAL CUST OMER SERVICES FARIFF NO. 3

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC. NORTH CAROLINA

Section 1 First Revised Page 4 Canceling Original Page 4 EFFECTIVE: January 1, 2014

ISSUED: December 13, 2013 BY: Vice President

Rochester, New York

S1. CUSTOMER ASSISTANCE PROGRAMS

S1.1 <u>Lifeline Service</u> (Continued)

\$1.1.2 Rules and Regulations (Continued)

- e. For customers who are eligible for Lifeline Service, application for re-establishment of local service will not be denied based on previous disconnection for non-payment of toll charges.
- f. Deposit requirements do not apply to Lifeline customers if Toll Denial is employed.
- g. Partial payments by Lifeline customers will be applied to local service first and then to toll charges.

S1.1.3 Credits

Eligible customers as identified in S1.1.1 benefit from the Interstate Lifeline credit. The credit amount applied to the Lifeline customer's monthly bill is as follows: (C)

Monthly Credit

Federal Lifeline Credit \$ 9.25

(D)

REDACTED FOR PUBLIC INSPECTION GENERAL CUSTOMER SERVICES TARIFF NO. 3

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC. NORTH CAROLINA

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First Revised Page 5
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EFFECTIVE: January 1, 2014

ISSUED: December 13, 2013 BY: Vice President

Rochester, New York

S1. CUSTOMER ASSISTANCE PROGRAMS

S1.1 <u>Lifeline Service</u> (Continued)

\$1.1.4 Native American Lifeline

- a. Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service.
- b. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in the preceding Section S1.1.1, or one of the following assistance programs:
 - Bureau of Indian Affairs General Assistance
 - Tribally Administered Temporary Assistance for Needy Families
 - Head Start (income-based only)
 - Food Distribution Program on Indian Reservations

(D)

(D)

c. The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in (T) the following exchanges:

On Tribal Land Exchange

Eastern Band of Cherokee Indians Andrews

Bryson City Cherokee Murphy Robbinsville

Additionally, those subscribers who live on federally recognized tribal lands and meet the Native American Lifeline eligibility criteria described above are eligible for federal assistance of up to \$100.00 in Link-Up installation credits to establish telephone service as described in Section 1.2 of this tariff.

GENERAL CUSTOMER SERVICES LARIFE, NO. 3

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC. NORTH CAROLINA

ISSUED: December 17, 2012 BY: Vice President

Rochester, New York

Section 1
Original Page 6
EFFECTIVE: January 1, 2013

S1. CUSTOMER ASSISTANCE PROGRAMS

S1.2 Tribal Link Up

S1.2.1 General

- a. Tribal Link Up is offered in certain exchanges to provide subsidized assistance to qualifying applicants. The Federal funding for Tribal Link Up is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications service contribute on an equitable and nondiscriminatory basis. It is intended to preserve and promote subscribership among low income households by providing a credit and a deferred schedule for payment to the installation and connection charges applicable to the provisioning of residence service.
- b. The Company's rules for the Tribal Link Up program are as provided in Commission Rule 9-6 of the Rules and Regulations of the North Carolina Utilities Commission summarized as follows:
 - (1) Tribal Link Up Connection Fee Subsidy Program
 - (a) Description of program:
 - 1. Tribal Link Up shall describe the following connection assistance program for eligible subscribers as defined in (a)2:

GENERAL CUSTOMER SERVICES FARIFF NO. 3

FRONTIER COMMUNICATIONS OF THE CAROLINAS INC.

NORTH CAROLINA

ISSUED: December 17, 2012 BY: Vice President

Rochester, New York

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Section 1

EFFECTIVE: January 1, 2013

S1. CUSTOMER ASSISTANCE PROGRAMS

S1.2 Tribal Link Up (Continued)

S1.2.1 General (Continued)

- b. (Continued)
 - (1) (Continued)
 - (a) (Continued)
 - 2. In order to be eligible for assistance, a residential subscriber must:
 - i. be a current recipient of Supplemental Security Income (SSI), Supplemental Nutrition Assistance program (formerly Food Stamps), Medicaid, Low Income Home Energy Assistance Program (LIHEAP), Federal Public Housing Assistance (Section 8), Work First, Temporary Assistance for Needy Families (TANF), Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance for Needy Families (Tribal TANF), Head Start (income-based only), Food Distribution Program on Indian Reservations, or National School Free Lunch Program; be at or below 135% of the Federal Poverty guidelines, and
 - ii. reside on federally recognized tribal lands.
 - (b) Verification The local exchange company shall require the subscriber to fill out an application form containing information pertinent to the requirements of (a)2 in order to assist in the verification process.
 - (c) Charges included Charges assessed for commencing telephone service include any state-tariffed charges levied for connecting a subscriber to the network. These charges do not include a security deposit requirement.
- c. Eligible customers may elect a deferred payment schedule if connection charges exceed \$15.00. The deferred payment schedule allows the customer to pay in three equal monthly payments over the first three billing periods after service work is completed, without incurring interest charges.
- d. Eligible customers may receive federal assistance of up to \$100.00 in Tribal Link Up installation credits to establish telephone service.

This credit will be available to these customers who live in the following exchanges:

Andrews Bryson City Cherokee Murphy Robbinsville

LINE 2017

<2017A> Connect America Fund Phase II recipient? Yes <2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

54.313(e)(1)-(2) requires carriers report the total amount of Phase II support, if any, the price cap carrier used for capital expenditures in the previous calendar year. Please complete the statement below.

The total amount of Phase II support that the price cap carrier used for capital expenditures in the previous calendar year is:

FCC Form 481 OMD Control No. 3060-0986

Prior Calendar Year

\$1,535,273.59

Please use this tab to report Geocoded Information for locations newly built to in the prior calendar year (FCC 14-190, Paragraph 125)

	1										
	NECA assigned operating	Study Area Code	Latitude	Longitude				Phase II-funded block or			Explanation
15-Digit Census Block Code	company code (OCN)	(SAC)	(to six decimal places)	(to six decimal places)	Street address	City	State	Zip Code extremely high-cost census	Date of deployment	Number of Units	(if # of units exceeds 1; e.g., a
								block			multi-dwelling unit)
	4334	230479	36.184459	-78.924719			NC	Phase II Funded Census Block			1
	4334	230479	36.178614	-78.919888			NC	Phase II Funded Census Block			1
	4334	230479	36.178003	-78.919591			NC	Phase II Funded Census Block			1
	4334	230479	36.176659	-78.920969			NC	Phase II Funded Census Block			1
	4334	230479	36.178874	-78.921498			NC	Phase II Funded Census Block			1
	4334	230479	36.184013	-78.926849			NC	Phase II Funded Census Block			1
370630021003031	4334	230479	36.177220	-78.920446			NC	Phase II Funded Census Block			1
	4334	230479	36.177366	-78.921040			NC	Phase II Funded Census Block			1
370630018061060	4334	230479	35.996510	-78.772337			NC	Phase II Funded Census Block			1
	4334	230479	35.995614	-78.774140			NC	Phase II Funded Census Block			1
	4334	230479	35.991569	-78.770052			NC	Phase II Funded Census Block			1
370630019001018	4334	230479	35.965210	-78.764429			NC	Phase II Funded Census Block			1
	4334	230479	35.965085	-78.763341			NC	Phase II Funded Census Block			1
370630019001018	4334	230479	35.965660	-78.763745			NC	Phase II Funded Census Block			1
	4334	230479	35.964862	-78.755920			NC	Phase II Funded Census Block			1
	4334	230479	35.964512	-78.755427			NC	Phase II Funded Census Block			1
	4334	230479	35.970672	-78.750260			NC	Phase II Funded Census Block			1
370630019001018	4334	230479	35.967031	-78.753782			NC	Phase II Funded Census Block			1
	4334	230479	35.973423	-78.752264			NC	Phase II Funded Census Block			1
	4334	230479	35.971202	-78.754760			NC	Phase II Funded Census Block			1
	4334	230479	35.973311	-78.749862			NC	Phase II Funded Census Block			1
370630019001018	4334	230479	35.965685	-78.762463			NC	Phase II Funded Census Block			1
370630019002089	4334	230479	35.965367	-78.752680			NC	Phase II Funded Census Block			1
	4334	230479	35.966755	-78.751969			NC	Phase II Funded Census Block			1
370630019002089	4334	230479	35.967492	-78.751435			NC	Phase II Funded Census Block			1

Please use this tab to report Geocoded Information for locations newly built to in the prior calendar year (FCC 14-190, Paragraph 125)												
Number of Dropped Lo	cations in the Prior Caler	ndar Year	0	Please complete cell D2 and the information requested below.								
15-Digit Census Block Code	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Latitude (to six decimal places)	Longitude (to six decimal places)	Street address	City	State	Zip code	Phase II-funded block or extremely high-cost census block	Date of deployment	Number of Units	Explanation (if # of units exceeds 1; e.g., a multi-dwelling unit)
												+
												1